

Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to DCF Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: () NEW POSITION (X) EXISTING POSITION

PART I - Position Description

1. Agency Name Department for Children & Families		9. Position Number K0047967		10. Budget Program Number 23311	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Human Services Assistant		
3. Division West Region			12. Proposed Class Title		
4. Section Administration			13. Allocation		
5. Unit Customer Service and Referral			14 (a). Effective Date		14 (b). FLSA Code
6. Location (address where employee works) City Phillipsburg County Phillips			15. By Approved		
7. (Circle appropriate time) Full Time X Perm X Inter Part Time Temp % 100%			16. Audit Date: By: Date: By:		
8. Regular Hours (circle appropriate time) From: 8:00 AM/PM AM To: 5:00 AM/PM PM			17. Position Reviews Date: By:		

PART II - Organizational Information

Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

- This position is part of a service delivery team, responsible to provide quality customer service while performing a variety of tasks. Tasks include gathering and disseminating agency and program information to customers, gathering customer information, and making appropriate referrals to appropriate program team within the agency and/or to community resources. The incumbent will also set up case files; manage data systems within a variety of programs and agency guidelines. Meet all agency time lines and assist professional staff in providing services to help individuals reach their goals for self- sufficiency.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name: Armando Orozco	Title: Facilities Manager	Position Number:
Who evaluates the work of an incumbent in this position?		
Name: Armando Orozco	Title: Facilities Manager	Position Number:

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

- The incumbent works under general supervision, receiving some instructions specific to the case, but will have a basic working knowledge of the program for which clients apply. Some specific instructions will and may be given, however, the incumbent may establish and develop work practices, methods and procedures which enhance the goal of understandable communication with clients. Specific rules and standards are well established for case management and documentation. The employee will be required to function independently to meet numerous deadlines. Organizational and analytical skills are required. Instructions, assistance, goals, consultations and objectives will be provided by the supervisor. The work completion and final outcome will be monitored for accuracy and timeliness according to manuals, clarifications, Federal and State regulations and State or Area procedures. Training will be provided to assist the employee in learning policy and procedure. Unit meetings, conferences, and reports will be used to provide and evaluate goals, results and performance.

d) Which statement best describes the result of error in action or decision of this employee.

- () Minimal property damage, minor injury, minor disruption of the work flow.
- (X) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
- () Major program failure, major property loss, or serious injury of incapacitation.
- () Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

No. % E OR M

In addition to the tasks listed below, the incumbent is expected to communicate the Mission Vision, and Guiding Principles of the agency to peers, customer and public, Identify personal strengths and developmental needs to increase job performance and long-term career growth. Continually analyze work processes, seek new approaches, and make recommendations to enhance efficiency and effectiveness of the agency. Understand and provide excellent customer service both internally and externally, serve as a positive role model, and Work cooperatively with peers, staff, customers, community partners and the general public.

1. 40% E

Engagement/Interviewing/Assessment of Customers and case information

- Engages and interviews customers to obtain adequate, relevant and required information to appropriately identify which agency services customer wish to access.
- Provide applications and information about agency services to customers seeking assistance.
- Thoroughly researches computer systems such as KAECSSES, KS Cares, FACTS, KESSEP, and KMIS to determine if customer has had prior involvement with agency and completes all required documentation to open, review, update, transfer and close cases in all systems according to program/policy requirements.
- As needed, refers customers to the CFS Protection and Report Center, and transfers incoming calls directly to the toll free number when requested.
- Answers inquiries from customers based on information found in the computer system and the paper file.
- Set customer appointments or interview time to meet agency policy.
- Identifies available agency and community resources to meet individual consumer needs.
- Directs/refers customers to available resources according to regulatory and policy requirements.
- Attend training, conferences and programs to improve knowledge and skills.

2. 30% E

Workload Management

- Answers phone courteously and promptly, screens calls as requested.
- Assists professional staff in tracking customer activity.
- Assists in registering all program applications on the KAECSSES/KsCares computer system according to guidelines of the programs and the KAECSSES/KsCares User's Manual so that Case Managers can process the necessary case work and determine benefit eligibility.
- Assist in checking FS and MA application for qualifying criteria that could make it necessary to offer expedited services to the customer.
- Searches, selects, and copies from the KAECSSES and KsCares computer systems all necessary screens that will assist the Case Manager in meeting policy requirements for documentation in case files.
- Setup and maintains tracking and/or filing system used to evaluate program services and customer success. This may include IST staffing information, individual program information, community resource and/or administrative information as needed.
- Forwards calls to staff, takes accurate messages and distributes via office email system.
- Greets customers and public. Contacts appropriate staff member to notify of customers/publics presence.
- Keeps work space organized and professional.
- Provides information upon request to customers for available community resources and other state agencies.
- Make available to customer other state forms (is: Social Security, Marriage, Birth certificates applications).
- Secures conference rooms for visiting staff members. Secures rooms for Administrative Hearings.

Communication/Documentation

3 15% E

- Documents contacts, activities and all case specific information in a clear and factual manner on required forms and in electronic systems.
- Creates and tracks waiting lists for DCF services by entering into appropriate data systems.
- Shares information with other Agency staff on a need to know basis.
- Gathers information and assists in completing regular and special program reports, including monthly reports. Prepare activity reports according to program and component guidelines on a timely basis.

Policy Awareness/Implementation

4 10% E

- Receives, interprets, understands and process program, Area and State Policies and procedures.
- Takes training and is aware how to access reference manuals and all resource materials.

Other Duties as Assigned

5 5% M

- Other duties as assigned by direct supervisor, Program supervisor, West Region Executive team member, or Regional Director.

* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

- Customers could be inadequately informed and may not receive needed services. Failure to observe procedures could result in violation of state and federal laws and regulations, loss of eligibility for services and the agency would suffer from negative community relations that could result in loss of program funding or lawsuits. In dealing with program assistance, case records and documentation could be lost which would result in case management errors. AFDC cases and NON-ADC cases would not get opened timely and change in the status of cases would be delayed causing distribution errors. Correspondence would not be typed and mail would not be distributed in a timely manner causing possible case errors and delays in case actions. Failure to follow job requirements could result in loss of employment for the employee.

23. A. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
() Plans, staffs, evaluates, and directs work of employees of a work unit.
() Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

Class Title

Position/KIPPS Number

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

- This employee will be involved in interactions with families or personnel who request services and/or want to report adult or child abuse neglect allegations. The position will have frequent contacts with the general public, community organizations, absent parents, applicant recipients, who call for information regarding their situation. Communication techniques and well developed communications skills become important requirements for this position.

25. What hazards, risks or discomforts exist on the job or in the work environment?

- Normal office risks and discomforts, which are minimal.
- Constant and continual contact with customers (public) often people in crisis, or families in unfavorable circumstances. Customers may be or become hostile, irritated, unhappy or belligerent as a normal circumstance from time to time.
- The normal risk of traveling on Kansas highways would occur on occasions where travel is required.
- The work environment involves normal everyday hazards or discomforts typical of offices, meeting and training rooms.

26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

- Personal computer (daily) with state access for state data systems, internet and e-mail, copier (daily), fax machine (daily), telephone (daily), general office equipment, as well as a state car while using agency security policy.

PART III - Education, Experience and Physical Requirements Information

27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

- High School diploma or equivalent

28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

- Valid Driver's License.

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

C. List preferred education or experience that may be used to screen applicants.

- Reception experience in a professional setting
- Ability to support staff with good communication skills, precise language skills, accurate grammar skills, and developed tracking methods.
- Work experience in direct customer service.
- Routine work experience in office support/clerical work including basic computer skill and software application skills.

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

- A confidentiality policy is required to be followed. This position is responsible to understand agency and site procedures in emergency situations such as fire, flood, tornado and hostile threat. Disaster plan in place that would be used is established for the West Region DCF Area with specific site procedures.

PART IV - Signatures

Signature of Employee

Date

Signature of Personnel Officer

Date

Signature of Supervisor

Date

Signature of Agency Head or Appointing
Authority

Date